



# Carpet Cleaning 101: The Basics

**QUINTIS MILLSAPS**

**Q'S CLEANING SERVICES, INC.**

# Agenda

- Introduction
- 5 steps to carpet cleaning operations
- Q & A



# Five Steps to Carpet Cleaning Operations:



PRE-PREPARATION:  
CONFIRMING THE JOB,  
SEND BIO, AND HOW  
TO PREPARE



ARRIVING AT THE JOB



PRE-INSPECTION



DOING THE JOB



POST INSPECTION AND  
ASKING FOR REVIEW

# STEP ONE: Pre-preparation- confirm job and send bio

Best practice is to confirm the job, send a photo and bio of the technician(s) scheduled to perform job, and help customers understand how best to prepare for their service.

- ▶ Helps to gain credibility with customers and establish trust.
- ▶ Lowers anxiety of certain clients (i.e. single females, couples, etc.).

# Carpet Cleaning Technician: Quintis Millsaps



# STEP ONE cont'd: Tell clients how to prepare for their service

- Remove breakable items
- Monitor any pets
- Point out any areas of concern
- Secure any draperies if preferred
- Point out furniture that requires special attention
- Do not remove furniture protectors until the floor is completely dry

# CARPET PREPARATION TIPS & INSTRUCTIONS

**Thank you for choosing our firm to dean your carpets! We want you to have the best experience with the least amount of inconvenience. To accomplish this, we need your help with some preparation prior to our cleaning visit:**

Please remove breakable items such as tabletop lamps and bric-a-brac from furniture you would like us to move during the cleaning process. Our liability insurance does not allow us to handle these items or to move furniture with breakable pieces in place.

During the pre-cleaning inspection, please call to our technician's attention any cleaning concerns that you may have particularly those regarding spots or stains. The cleaning technician assigned to your job is trained in specialized spotting procedures. He or she can evaluate spots and make appropriate recommendations.

China cabinets cannot be moved unless completely empty. The carpeting under large or awkward furniture may often be cleaned by hand if space permits.

Please let your family pets know that our technicians will not bite! We would appreciate mutual consideration!

We plan to secure floor-length draperies on the window still or drapery rod using hangers. This procedure prevents the fabric from directly contacting damp carpets during cleaning and drying. If you would prefer that we do not handle your draperies, you may perform this function prior to our arrival.

We use plastic tabs or foam blocks to prevent furniture from absorbing moisture and staining damp carpets when items are returned to their normal location during the cleaning process. Please do not remove these protectors until carpets have thoroughly dried.

A special note about odors: We do everything possible to reduce or eliminate pet odors. However, due to depth of contamination, 100% success may not be attainable. Also, for several days after cleaning you may notice an elevated odor due to higher humidity levels. We do offer advanced optional levels of odor removal! Please ask Cleaning Specialist for more information.

If you have antiques and other furniture that require special handling, please do not hesitate to let us know. Please advise our technicians about any furniture that has weak joints or loose parts and is to be moved.

***If you have any questions about our upcoming service, please give us a call at the number below. We want you to be completely satisfied with every aspect of our service!***

**708-333-1800**

# STEP TWO: Arrival at the job

Best practice is to park on the street and never in the driveway without asking for permission first.

- ▶ Introduce yourself to the client and provide business card to help establish relationship with the client.
- ▶ Asking for permission helps demonstrate respect.

# Arrival at the job: Park van on the street



# STEP THREE: Pre-inspection of the job

This is an extremely important part of the job.

- If there are any issues, this should be addressed before the job begins. If you begin cleaning prior to addressing any issues- the problem becomes yours.
- If you address any issues prior to cleaning, the customer must own the problem.

# Wrinkles in carpet



Spots in carpet  
(*Fee-Fee doesn't pee on the carpet*)



# Soil filtration lines



# STEP FOUR: Doing the job

- Put down corner guards and caution signs
- Vacuum all carpeted areas
- Pre-treat all high traffic areas
- Agitate with CRB (counter rotating brush machine) or power rake
- Clean and deodorize carpeting
- Move furniture as needed
- Apply furniture protectors
- Place paper runners along traffic areas once cleaning has been completed

Put corner guards down



Display caution signs  
(protects you and the customer)



# Vacuum all areas





# Pre-treat all traffic areas

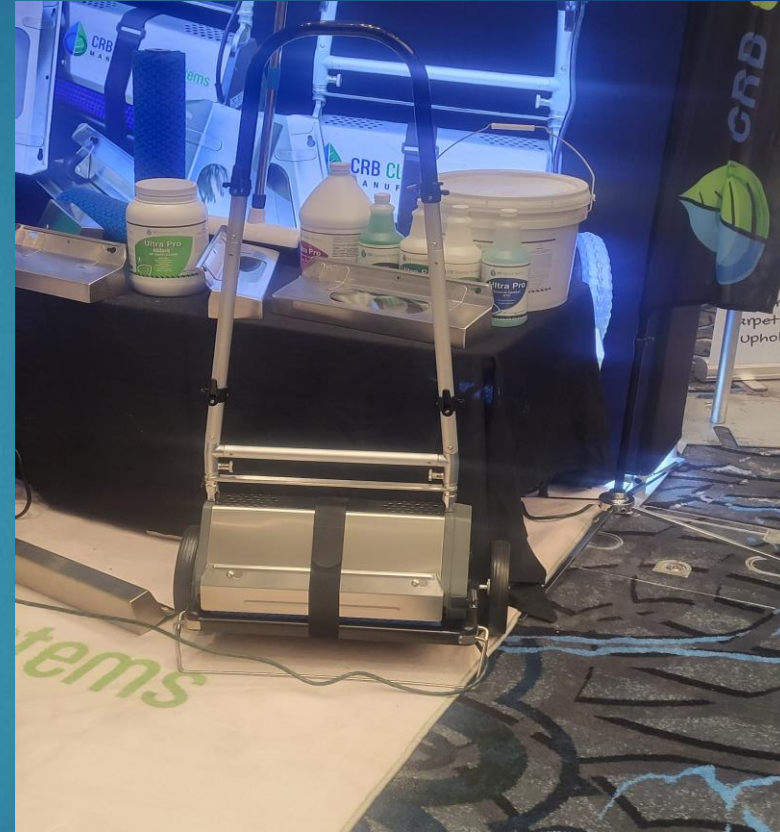




# Agitate

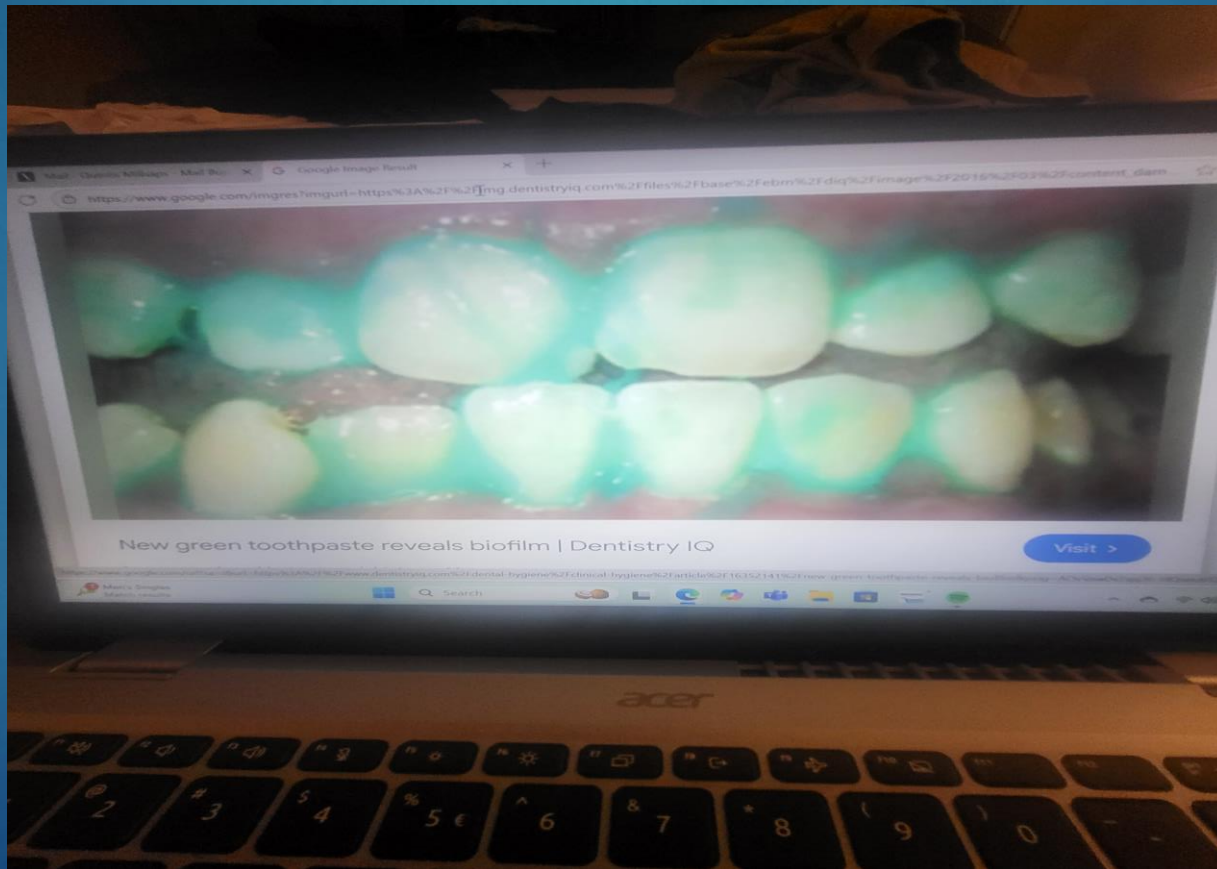


**Pile Rake**



**CRB- Counter Rotating Brush Machine**

No agitation is like putting toothpaste in your mouth, and rinsing it out without brushing your teeth!



Clean carpet, move furniture as needed, and apply furniture protectors and paper runners



# STEP FIVE: Post-inspection of job with customer and asking for a review

Best practice is to walk the completed job with the customer. This is another key step.

- ▶ Address any concerns and ensure customer satisfaction.
- ▶ Once the walk-through is completed and customer expresses satisfaction, ask for the review!



# Questions?



# THANK



# Contact Information

Quintis Millsaps

[www.qcleaning.com](http://www.qcleaning.com)